



February 23, 2012
Via ECFS Transmission

Marlene H. Dortch, Commission Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Suite TW-A325
Washington, D.C. 20554

RE: EB Docket No. 06-36
2012 CPNI Certification for Entelegent Solutions, Inc.

Dear Ms. Dortch:

In accordance with Federal Communications Commission's Enforcement Advisory No. 2012-01, DA 12-170, EB Docket No. 06-36, released February 16, 2012 and pursuant to 47 C.F.R. § 64.2009(e), Entelegent Solutions, Inc. hereby files its Certification of Customer Proprietary Network information (CPNI) and its supporting Statement for the year 2011. Please include this Certification in EB Docket No. 06-36.

Please contact me at 407-740-3006 or croesel@tminc.com if you have any questions about this filing.

Sincerely,

Carey Roesel
Consultant to Entelegent Solutions, Inc.

CR/gs
Enclosure

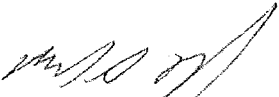
cc: Mike Ruziska – Entelegent (via e-mail)
file: Entelegent – FCC CPNI
tms: FCCx1201

**ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE**

EB Docket 06-36

| | |
|---|------------------------------|
| Annual 64.2009(e) CPNI Certification for 2012: | Covering calendar year 2011 |
| Date filed | February 23, 2012 |
| Name of company(s) covered by this certification: | EnTelegent Solutions, Inc. |
| Form 499 Filer ID: | 827572 |
| Name of signatory: | Michael Ruziska |
| Title of signatory: | Vice President of Operations |

1. I, Michael Ruziska, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. §64.2001 *et seq.*
2. Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in §64.2001 *et seq.* of the Commission's rules.
3. The company has not taken actions (*i.e.*, proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.
4. The company has not received customer complaints in the past year concerning the unauthorized release of CPNI.
5. The company represents and warrants that the above certification is consistent with 47 C.F.R. §1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.



Michael Ruziska, Vice President of Operations

2/23/2012

Date

Attachments: Accompanying Statement explaining CPNI procedures

Attachment A
Statement of CPNI Procedures and Compliance

Statement of CPNI Procedures and Compliance

USE OF CPNI

EnTelegent Solutions, Inc. ("EnTelegent") does not use or permit access to CPNI to market any telecommunications or non-telecommunications services. EnTelegent has trained its personnel not to use CPNI for marketing purposes. Should EnTelegent elect to use CPNI in future marketing efforts, it will follow the applicable rules set forth in 47 CFR Subpart U, including, if necessary, the institution of operational procedures to ensure that notification is provided and customer approval is obtained before CPNI is used or disclosed.

PROTECTION OF CPNI

EnTelegent has put into place processes to safeguard its customers' CPNI/call detail information from improper use or disclosure by employees; and to discover and protect against attempts by third parties to gain unauthorized access to customer CPNI. Should a customer call in requesting information who is not the recognized and authorized contact on the account, EnTelegent requires the request to be in writing and transmitted via fax. Once received, it is determined if the fax belongs to the customer, and the company will call the customer back at the number of record with the requested information.

Although it has never occurred, EnTelegent will maintain a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI.

DISCLOSURE OF CALL DETAIL OVER PHONE

Company does not disclose CPNI over the telephone in response to a customer-initiated telephone inquiry, unless the customer can provide the call detail information that is the subject of the inquiry without the assistance of a customer service representative. If it elects to do so in the future, it will follow the applicable rules set forth in 47 CFR Subpart U, including the implementation of authentication procedures that do not require the use of readily available biographical information or account information and customer notification of account changes.

Company has put into place procedures to notify customers whenever an online account or address of record is created or changed without revealing the changed information or sending the notification to the new account information. This notification is made via telephone call to the customer's number of record.

EnTelegent has instituted authentication procedures to safeguard the disclosure of CPNI on-line. EnTelegent's authentication procedures do not require the use of readily available biographical information or account information as defined by the FCC. Customers wishing to have online access to billing information are required to establish a password and security question, without the use of readily available biographical information or account information, at the time of account set up. Unless the appropriate password is provided, EnTelegent does not allow on-line access to CPNI.

DISCLOSURE OF CPNI AT RETAIL LOCATIONS

NOTIFICATION TO LAW ENFORCEMENT

Although it has never occurred, EnTelegent will maintain records of all breaches discovered and notifications made to the USSS and the FBI, and to customers.

Company has not taken any actions against data brokers in the last year.

Company did not receive any customer complaints about the unauthorized release of CPNI or the unauthorized disclosure of CPNI in calendar year 2011.

Company has not developed any information with respect to the processes pretexters are using to attempt to access CPNI but does take steps to diligently protect CPNI.